

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Medical Center 300. My name is Pearl, one of the social workers speaking with. This is Anita Miller. And how can I assist you, Ms. Miller? Um, I think, I was looking at my pay stub. I was enrolled for some, um, med, M-E-C tele RX for 15.16 and I didn't apply for that. Okay. And I'm sorry, you said you're with what company? Um, Serge Sachi. Serge. All right. Just bear with me one moment. And what are the last four digits of your Social? 3398. And if you can confirm your address and date of birth for me. 3521 State Tower, Apartment 56, Spartanburg, South Carolina, 29301. Um, 07/16/2005. Okay. And I have your phone number as 345-4562. Yes. And I have your email address as your first name miller9@gmail.com? Yes. Okay. Yes. So it does look like you were enrolled in staff plan. I can go ahead and get that canceled for you. Cancellations take one to three weeks to process, so you may see one or two deductions, but at most you'd be two. Are you, will you say what? I said cancellations take one to three weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two. Okay. Um, so is there no way I can, um, get my money back from the deduction of that, even though I didn't ask for that to be put on there? No, ma'am. Because Serge has an auto enrollment program where if you don't call within 30 days of receiving your first paycheck to decline the coverage or enroll in something you like, they automatically enroll you. Um, so they don't do refunds. Okay. It, um, it wasn't at all on my first paycheck or anything. When I first got paid, that wasn't, um, on that. So if I would have seen that, I definitely had removed it. So it was just on this, um, paycheck for some odd reason. Well, it just depends on the, on the staff because the, it is an auto enrollment, um, plan and they give you 30 days from the fir- your first paycheck to decide. So it could have been that this is a paycheck after that timeframe. Um, but it is something that they automatically enroll you in if you don't decline. Okay. Well, all right then. I don't want to be... I don't want no insurance with nothing. Is that... It's clear for no insurance? I don't want no deductibles coming out or anything from y'all? Yes, ma'am. Okay. All right. Thank you. Have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Medical Center 300. My name is Pearl, one of the social workers speaking with. This is Anita Miller.

Speaker speaker_0: And how can I assist you, Ms. Miller?

Speaker speaker_1: Um, I think, I was looking at my pay stub. I was enrolled for some, um, med, M-E-C tele RX for 15.16 and I didn't apply for that.

Speaker speaker_0: Okay. And I'm sorry, you said you're with what company?

Speaker speaker_1: Um, Serge Sachi.

Speaker speaker_0: Serge. All right. Just bear with me one moment. And what are the last four digits of your Social?

Speaker speaker_1: 3398.

Speaker speaker_0: And if you can confirm your address and date of birth for me.

Speaker speaker_1: 3521 State Tower, Apartment 56, Spartanburg, South Carolina, 29301. Um, 07/16/2005.

Speaker speaker_0: Okay. And I have your phone number as 345-4562.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as your first name miller9@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yes. So it does look like you were enrolled in staff plan. I can go ahead and get that canceled for you. Cancellations take one to three weeks to process, so you may see one or two deductions, but at most you'd be two.

Speaker speaker_1: Are you, will you say what?

Speaker speaker_0: I said cancellations take one to three weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay. Um, so is there no way I can, um, get my money back from the deduction of that, even though I didn't ask for that to be put on there?

Speaker speaker_0: No, ma'am. Because Serge has an auto enrollment program where if you don't call within 30 days of receiving your first paycheck to decline the coverage or enroll in something you like, they automatically enroll you. Um, so they don't do refunds.

Speaker speaker_1: Okay. It, um, it wasn't at all on my first paycheck or anything. When I first got paid, that wasn't, um, on that. So if I would have seen that, I definitely had removed it. So it was just on this, um, paycheck for some odd reason.

Speaker speaker_0: Well, it just depends on the, on the staff because the, it is an auto enrollment, um, plan and they give you 30 days from the fir- your first paycheck to decide. So it could have been that this is a paycheck after that timeframe. Um, but it is something that they automatically enroll you in if you don't decline.

Speaker speaker_1: Okay. Well, all right then. I don't want to be... I don't want no insurance with nothing. Is that... It's clear for no insurance? I don't want no deductibles coming out or anything from y'all?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Have a great day.